



**6714-01-P**

## **Federal Deposit Insurance Corporation**

### **Agency Information Collection Activities: Submission for OMB Review; Comment Request**

**AGENCY:** Federal Deposit Insurance Corporation (FDIC).

**ACTION:** Notice of information collection to be submitted to OMB for review and approval under the Paperwork Reduction Act.

**SUMMARY:** In accordance with requirements of the Paperwork Reduction Act of 1995 (“PRA”), 44 U.S.C. 3501 *et seq.*, the FDIC may not conduct or sponsor, and the respondent is not required to respond to, an information collection unless it displays a currently valid Office of Management and Budget (OMB) control number. The FDIC, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on the renewal of an existing information collection, as required by the PRA. On April 25, 2012 (77 FR 24711), the FDIC solicited public comment for a 60-day period on renewal of the following information collection: Customer Assistance (OMB No. 3064-0134). No comments were received. Therefore, the FDIC hereby gives notice of submission of its request for renewal to OMB for review.

**DATES:** Comments must be submitted on or before [insert date 30 days from publication in the Federal Register].

**ADDRESSES:** Interested parties are invited to submit written comments to the FDIC by any of the following methods:

- <http://www.FDIC.gov/regulations/laws/federal/notices.html>
- *Email:* [comments@fdic.gov](mailto:comments@fdic.gov) Include the name of the collection in the subject line of the message.
- *Mail:* Leneta G. Gregorie (202-898-3719), Counsel, Room NYA-5050, Federal Deposit Insurance Corporation, 550 17<sup>th</sup> Street NW, Washington, DC 20429.
- *Hand Delivery:* Comments may be hand-delivered to the guard station at the rear of the 17<sup>th</sup> Street Building (located on F Street), on business days between 7:00 a.m. and 5:00 p.m.

All comments should refer to the relevant OMB control number. A copy of the comments may also be submitted to the OMB desk officer for the FDIC: Office of Information and Regulatory Affairs, Office of Management and Budget, New Executive Office Building, Washington, DC 20503.

**FOR FURTHER INFORMATION CONTACT:** Leneta G. Gregorie, at the FDIC address above.

**SUPPLEMENTARY INFORMATION:**

**Proposal to renew the following currently approved collection of information:**

*Title:* Customer Assistance.

*OMB Number:* 3064–0134.

*Form Number:* FDIC 6422/04.

*Frequency of Response:* On occasion.

*Affected Public:* Individuals, Households, Business or financial institutions.

*Estimated Number of Respondents:* 15000.

*Estimated Time per Response:* 0.5 hours.

*Total Annual Burden:* 7500 hours.

*General Description of Collection:* This collection permits the FDIC to collect information from customers of financial institutions who have inquiries or complaints about service. Customers may document their complaints or inquiries to the FDIC using a letter or an optional form (6422/04). The optional form is being revised to facilitate on-line completion and submission of the form and to shorten FDIC response times by making it easier to identify the nature of the complaint and to route the customer inquiry to the appropriate FDIC contact. In addition, a second optional form, the Business Assistance Form, is being added to the collection to distinguish assistance requests submitted by individuals and businesses. Although the information requested on the two forms is identical, the FDIC will be better able to correctly route incoming requests and thereby reduce response times to those seeking assistance. A copy of the revised forms can be accessed via a link directly beneath this notice on the FDIC's Federal Register Citations web page:

<http://www.fdic.gov/regulations/laws/federal/notices.html>.

### Request for Comment

Comments are invited on: (a) whether the collection of information is necessary for the proper performance of the FDIC's functions, including whether the information has practical utility; (b) the accuracy of the estimates of the burden of the information collection, including the validity of the methodology and assumptions used; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the information collection on respondents, including through the use of automated collection techniques or other forms of information technology. All comments will become a matter of public record.

Dated at Washington, DC, this 26th day of June 2012.

FEDERAL DEPOSIT INSURANCE CORPORATION

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Robert E. Feldman  
Executive Secretary

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